

# VoIP Phone

## Information About the Service

Metwide Communications's VoIP Phone service uses your broadband (internet) to provide a phone service to your home, instead of a standard phone line.

### Requirements & Availability

VoIP Phone service is only available with a Metwide Communications Broadband service. If you cancel your Metwide Communications Fixed or Mobile Broadband service, your VoIP Phone service will be cancelled also. The cost of the Metwide Communications Fixed Line or Mobile Broadband service is additional to the Monthly VoIP Phone Charge.

You will require a VoIP enabled modem (along with a standard phone handset approved for use in Australia) to use your VoIP Phone service. If your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

Please note that Metwide Communications does not supply UNI-V phoneservices or 'Fiber Phones'; all Metwide Communications VoIP services will require an Analogue Telephone Adapter (ATA) or a Modem/Router with a built in ATA.

VoIP Phone service is available in all areas where Metwide Communications can provide a Fixed Line or Mobile Broadband service. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact our Sales Team on 1300 300 210.

### Priority Assistance

We do not offer priority assistance, nor support for medi-alert services and monitored alarm systems. Priority assistance is offered by Telstra for people who may be reliant on a telephone service because of a serious medical condition. If you have a medi-alert or priority assistance service or believe that you are eligible, please consider this before proceeding with your order.

### Minimum Term

No minimum term applies for VoIP Phone services, but there may be one for your Metwide Communications Fixed or Mobile Broadband plan.

## Information About Pricing

### Activation Charge

There is no activation charge for the VoIP Phone service. There may be an activation charge for the mandatory Metwide Communications Fixed or Mobile Broadband service, as per the relevant plan.

### Early Cancellation Charge (ETC)

Metwide Communications VoIP Phone service plans have no minimum term and as a result no early cancellation fees are applied. Cancellation fees may apply for your paired Fixed or Mobile Broadband plan.

### Monthly Rental Charges

No monthly rental is charged with VoIP Phone service.

### Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

### Call Charges

\$29.95/mth Unlimited Call Pack	
Monthly Plan Charge / Total Monthly Minimum Cost	\$29.95
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
International Calls to Mobiles Landlines	<a href="#">International Call Rates</a>

Pay As You Go Call Rates	
Monthly Plan Charge	\$0
Untimed Local Calls	10c/call
Untimed National Calls	10c/call
Australian Mobile Calls	20c/min
Calls to 13/1300	33c/call
International Calls to Mobiles Landlines	<a href="#">International Call Rates</a>

### Other Information

#### Customer Service Contact Details

You can contact Metwide Communications customer service for Support & Billing assistance via **1300 300 210**, emailing [support@metwide.com.au](mailto:support@metwide.com.au), or via appropriate contact form to the appropriate area at [Contact Us](#)

#### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Metwide Communications's complaint resolution team at [complaints@metwide.com.au](mailto:complaints@metwide.com.au) or call **1300 300 210**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contactus](http://www.tio.com.au/about-us/contactus)